

Statement from Angela Mah, Media Relations, Air Canada  
January 24, 2019

Flight AC1314 on January 4th, 2019 was not oversold. The aircraft designated to operate the flight, a 300-seat Boeing 777 aircraft became unavailable due to an operational issue and a smaller, 251-seat Boeing 787 Dreamliner aircraft was substituted to operate the flight. We are in contact with the customer and will address his concerns directly.